



## How to Help a Learner with a First Time Log In

→ It's a New Day in Public Health

The first time new learners log in to TRAIN Florida you may have to guide them through the process. It is beneficial for you as a Local LMS Administrator to be aware of the steps in this process to better assist your learners.

Be sure to let learners know they **do not need a password** for the first log in.

### Initial Login Steps

**Step 1:** Learners will be prompted to agree to the TRAIN Florida terms and conditions **(1)**, as well as set up a security question and answer **(2-3)**. These are both required by the system.

When done, they will need to click the **Next** button **(4)**.

Official Learning Management System

About Help Search

Please complete the following information regarding your account.

\* = required fields.

TRAIN Policies

Please read the following TRAIN policies carefully. If you agree to these policies, check the box below.  
Note: You must agree to these policies to be able to access the TRAIN website.

1. [General Policies and Liability Terms](#)
2. [Confidentiality Statement](#)
3. [Learner Rights and Responsibilities](#)
4. [Course Provider Rights and Responsibilities](#)
5. [Definitions](#)

☐ I agree to these TRAIN policies\* 1

Password Questions

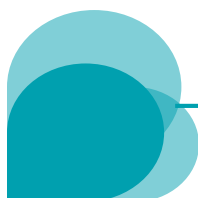
Please choose your secret question and provide a ONE WORD answer.

Question:\*  
Select Question. 2

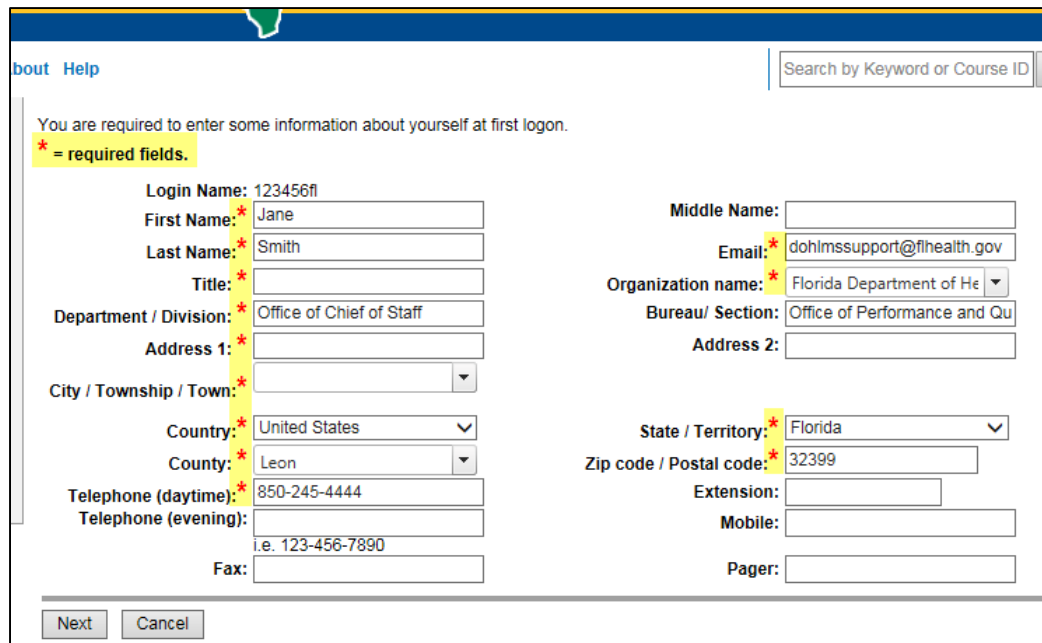
Answer:\* 3

4 Next Cancel

**Step 2:** Next they will be prompted to **choose their personal TRAIN Florida password**. After they have entered it, they will need to click the **Next** button.



**Step 3:** The next page will force them to complete any information that was not supplied on the Learner Registration Template. All fields marked with a red asterisk (\*) must be filled in.



about Help

Search by Keyword or Course ID

You are required to enter some information about yourself at first login.

\* = required fields.

Login Name: 123456fi

First Name: \* Jane

Last Name: \* Smith

Title: \*

Department / Division: \* Office of Chief of Staff

Address 1: \*

City / Township / Town: \*

Country: \* United States

County: \* Leon

Telephone (daytime): \* 850-245-4444

Telephone (evening): i.e. 123-456-7890

Fax: \*

Middle Name: \*

Email: \* dohlmsupport@flhealth.gov

Organization name: \* Florida Department of He

Bureau/ Section: \* Office of Performance and Qu

Address 2: \*

State / Territory: \* Florida

Zip code / Postal code: \* 32399

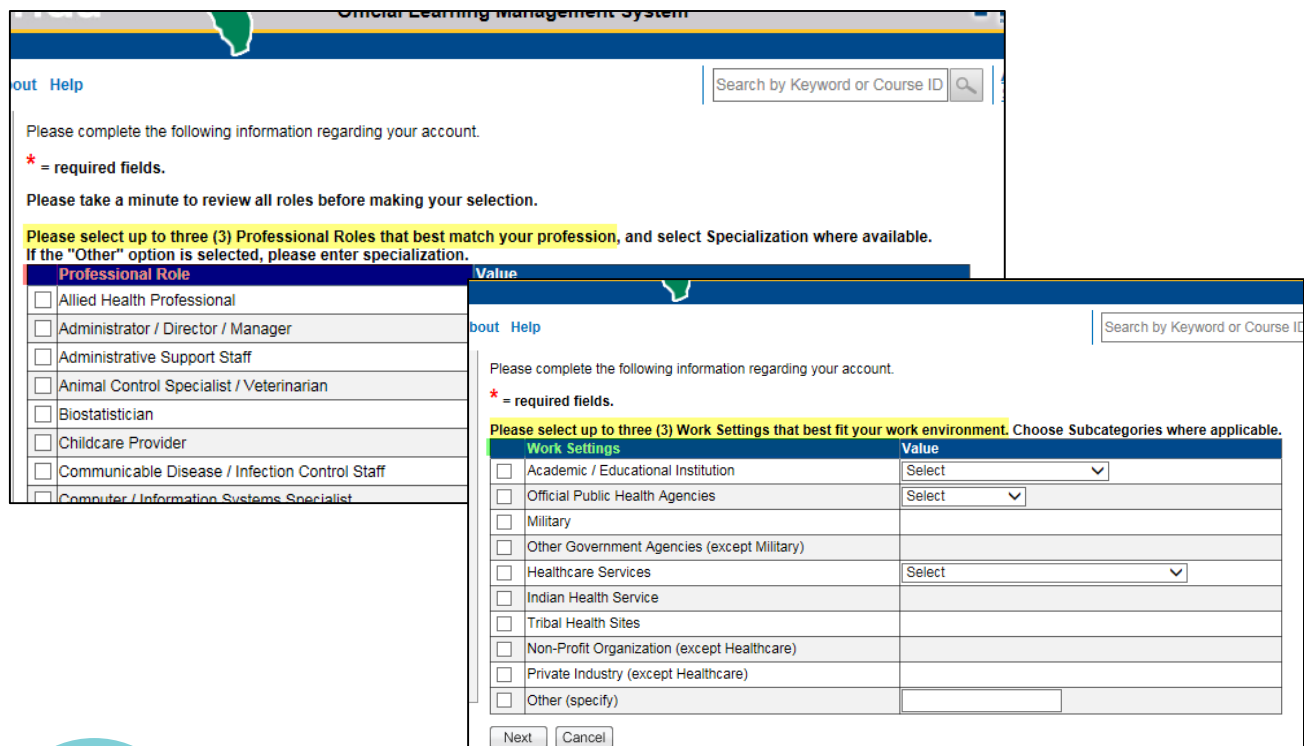
Extension: \*

Mobile: \*

Pager: \*

Next Cancel

**Step 4:** Learners will need to **select at least one**, or up to three **Professional Roles** and **Work Settings**. The information supplied on these pages is important for higher level reporting in TRAIN Florida. This is a system requirement.



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about Help

Search by Keyword or Course ID

Please complete the following information regarding your account.

\* = required fields.

Please take a minute to review all roles before making your selection.

Please select up to three (3) Professional Roles that best match your profession, and select Specialization where available. If the "Other" option is selected, please enter specialization.

Professional Role	Value
<input type="checkbox"/> Allied Health Professional	
<input type="checkbox"/> Administrator / Director / Manager	
<input type="checkbox"/> Administrative Support Staff	
<input type="checkbox"/> Animal Control Specialist / Veterinarian	
<input type="checkbox"/> Biostatistician	
<input type="checkbox"/> Childcare Provider	
<input type="checkbox"/> Communicable Disease / Infection Control Staff	
<input type="checkbox"/> Computer / Information Systems Specialist	

about Help

Search by Keyword or Course ID

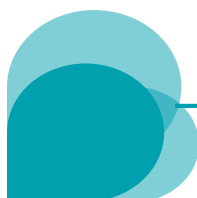
Please complete the following information regarding your account.

\* = required fields.

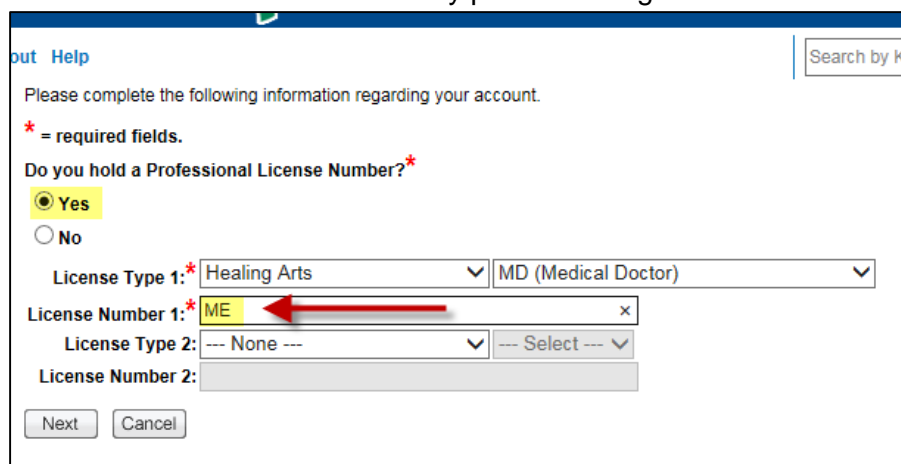
Please select up to three (3) Work Settings that best fit your work environment. Choose Subcategories where applicable.

Work Settings	Value
<input type="checkbox"/> Academic / Educational Institution	Select
<input type="checkbox"/> Official Public Health Agencies	Select
<input type="checkbox"/> Military	
<input type="checkbox"/> Other Government Agencies (except Military)	
<input type="checkbox"/> Healthcare Services	Select
<input type="checkbox"/> Indian Health Service	
<input type="checkbox"/> Tribal Health Sites	
<input type="checkbox"/> Non-Profit Organization (except Healthcare)	
<input type="checkbox"/> Private Industry (except Healthcare)	
<input type="checkbox"/> Other (specify)	

Next Cancel

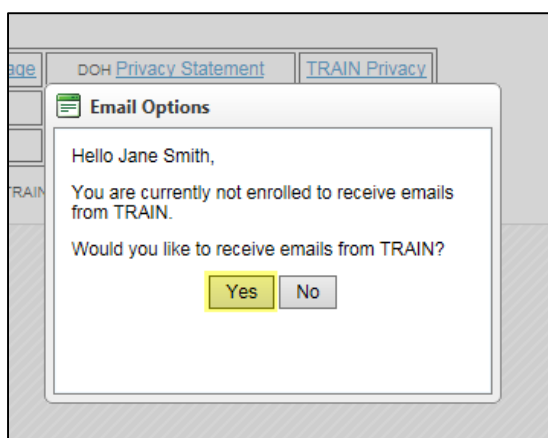


**Step 5:** They will then be prompted to enter any professional licensing information. If applicable, make sure to remind them to include any prefixes along with their license number.



**Step 6:** Finally, learners will be prompted to enroll in receiving emails from TRAIN. We strongly recommend encouraging learners to opt in to receive emails. This allows you as an LMS Administrator to assist with accountability for trainings.

For more information on how/why to opt in to receive TRAIN emails please see the help document - [Why should I receive emails from TRAIN Florida?](#)



If you or one of your LMS Support Administrators are unable to personally guide new learners through the initial log in process, remember the [TRAIN Florida Learners Knowledge Center](#) webpage has a support document to help.

The document is titled **First Time Login Instructions** and can be found in the **Learner Resources** section. You may want to provide your new learners with the link to this document and the Learners Knowledge Center webpage.

If you have any questions or need assistance regarding learner initial log in process, please contact your organization's Site Administrators. For the **DOH LMS Site Administrators** please call **850-245-4008** or email [DOHLMSSupport@flhealth.gov](mailto:DOHLMSSupport@flhealth.gov).

